Louisiana Medicaid Management Information System (LMMIS)

Prior Authorization Requests Transfer to Case Managers Application User Manual

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MOLINA MEDICAID SOLUTIONS and the Louisiana Department of Health and Hospitals

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PROJECT INFORMATION

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1.0 OVERVIEW

Support Coordination Service Providers (Case Managers) have access to the **Prior Authorization (PA) Requests for Case Managers** computer system on the Louisiana Medicaid Provider Support Center Web site at http://www.lamedicaid.com. The purpose of this computer system is to provide Case Managers the capability to view PA requests for Medicaid recipients who are linked to their agencies that are submitted via the electronic Prior Authorization (ePA) computer system by the servicing provider.

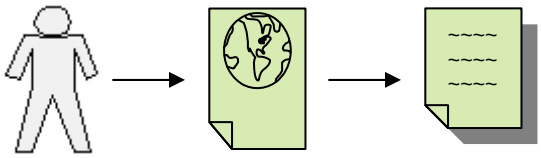
1.1 Objectives

The principal functions of this Web application are:

1. Electronic PA request searches
2. User-selectable search criteria
3. Sort and page search results
4. View selected PA requests information
5. Restrict Case Managers view of PA requests to cases assigned **only** to their Provider ID
6. Allow authorized state of Louisiana Department of Health and Hospitals (DHH) personnel to inquire on all PA requests

1.2 Case Management Process Description

The Case Management process, illustrated below, begins with the user (DHH or Case Management Agency) accessing the case management application and selecting the desired search criteria. Depending on a user's access rights (DHH or Case Manager), the application will display either all PA requests (DHH) or only those PA requests that have the same Provider ID as the provider logged in (Case Manager Agency):



Case Management Agency Or authorized DHH User

Case Management Web Application

PA Requests Search Results

2.0 ACCESSING THE APPLICATION

1. Open your web browser and enter the URL for the Louisiana Medicaid main menu http://www.lamedicaid.com.

2. Login in to the Provider Applications area in accordance with the instructions located on the Provider Web Account Registration Instructions link at: http://www.lamedicaid.com/provweb1/Provweb_Enroll/website_enrollment.htm. If you do not already have a web account, this guide will explain how you get a web account to access provider applications. If you do already have an account, the guide explains how to login to the provider application area.

3. Once you login, the **Provider Applications Area** screen is displayed. Select the **PA Requests for Case Managers** link.

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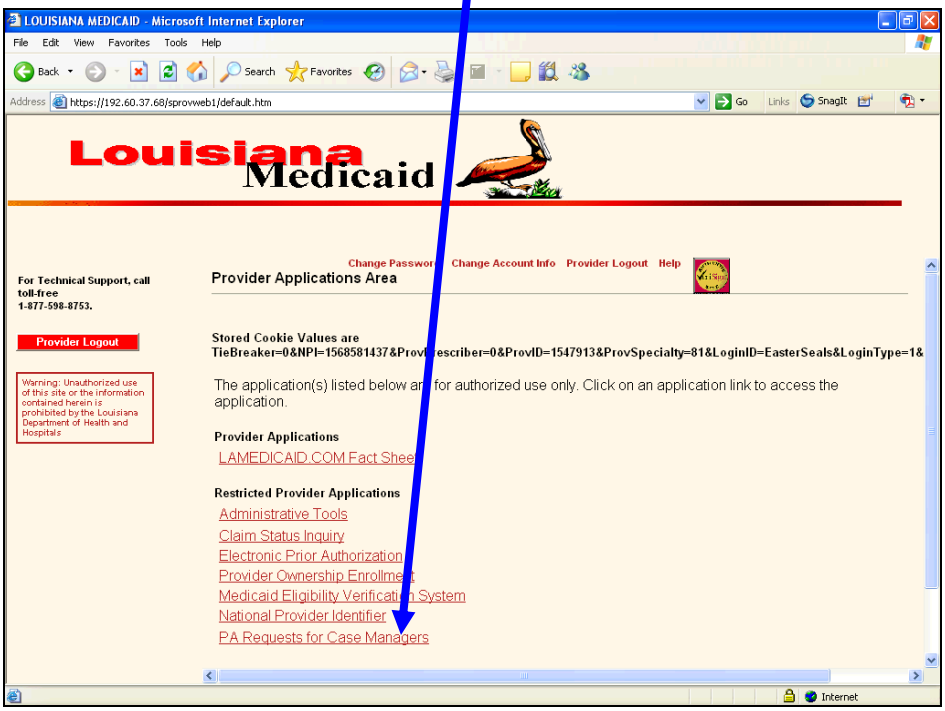
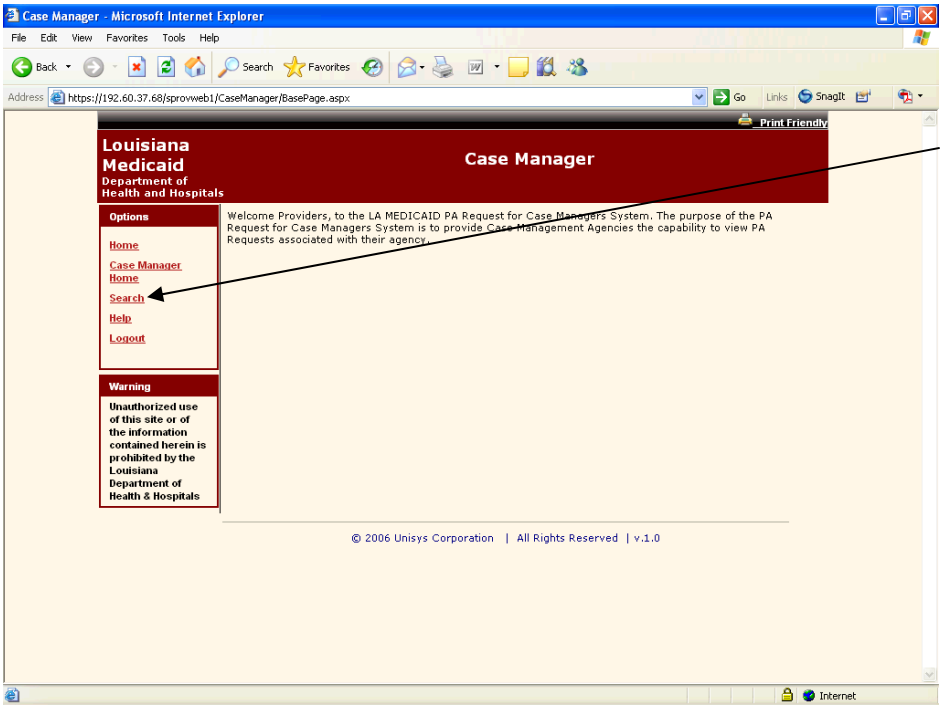

LOUISIANA MEDICAID - Microsoft Internet Explorer
Louisiana Medicaid
Change Password
Change Account Info
Provider Logout
Help
Provider Applications Area
For Technical Support, call toll-free 1-877-598-8753.
Provider Logout
Warning: Unauthorized use of this site or the information contained herein is prohibited by the Louisiana Department of Health and Hospitals
Stored Cookie Values are
The application(s) listed below are for authorized use only. Click on an application link to access the application.
Provider Applications
LAMEDICAID.COM Fact Sheet
Restricted Provider Applications
Administrative Tools
Claim Status Inquiry
Electronic Prior Authorization
Provider Ownership Enrollment
Medicaid Eligibility Verification System
National Provider Identifier
PA Requests for Case Managers

3.0 USING THE APPLICATION

3.1 Search & View Detail


Case Manager - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://192.60.37.68/sprovweb1/CaseManager/BasePage.aspx
Go Links SnagIt
Print Friendly
Louisiana Medicaid
Department of Health and Hospitals
Case Manager
Options
Home
Case Manager Home
Search
Help
Logout
Warning
Unauthorized use of this site or of the information contained herein is prohibited by the Louisiana Department of Health & Hospitals
Welcome Providers, to the LA MEDICAID PA Request for Case Managers System. The purpose of the PA Request for Case Managers System is to provide Care Management Agencies the capability to view PA Requests associated with their agency.
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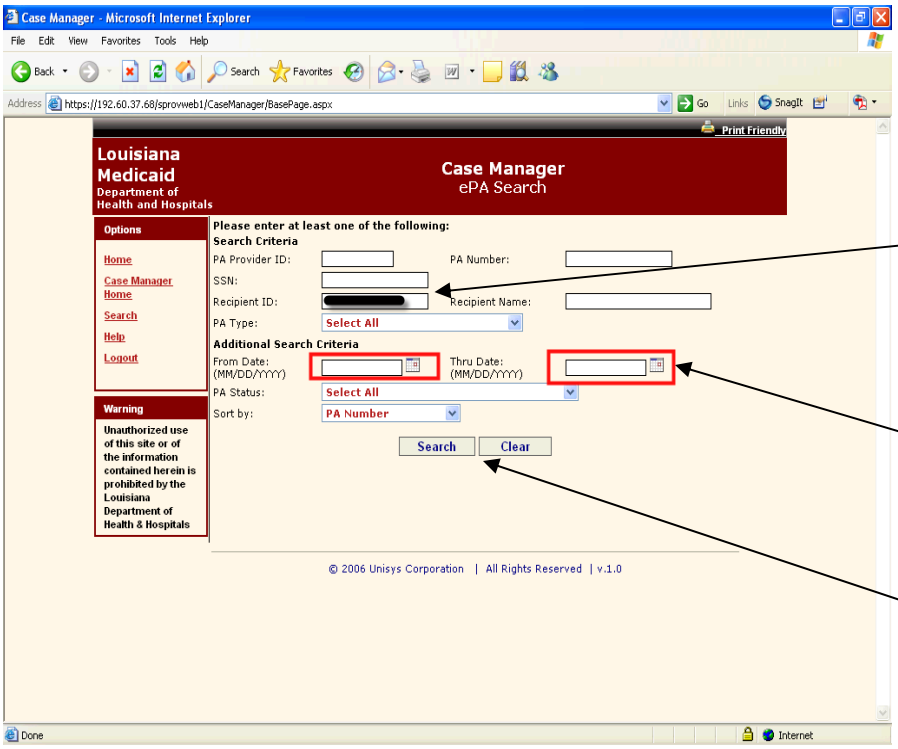
Internet

After you select the **PA Requests for Case Managers** link from the previous page, the **Case Manager Home** page is displayed.

Click the **Search** link to find PA Requests associated with your agency.

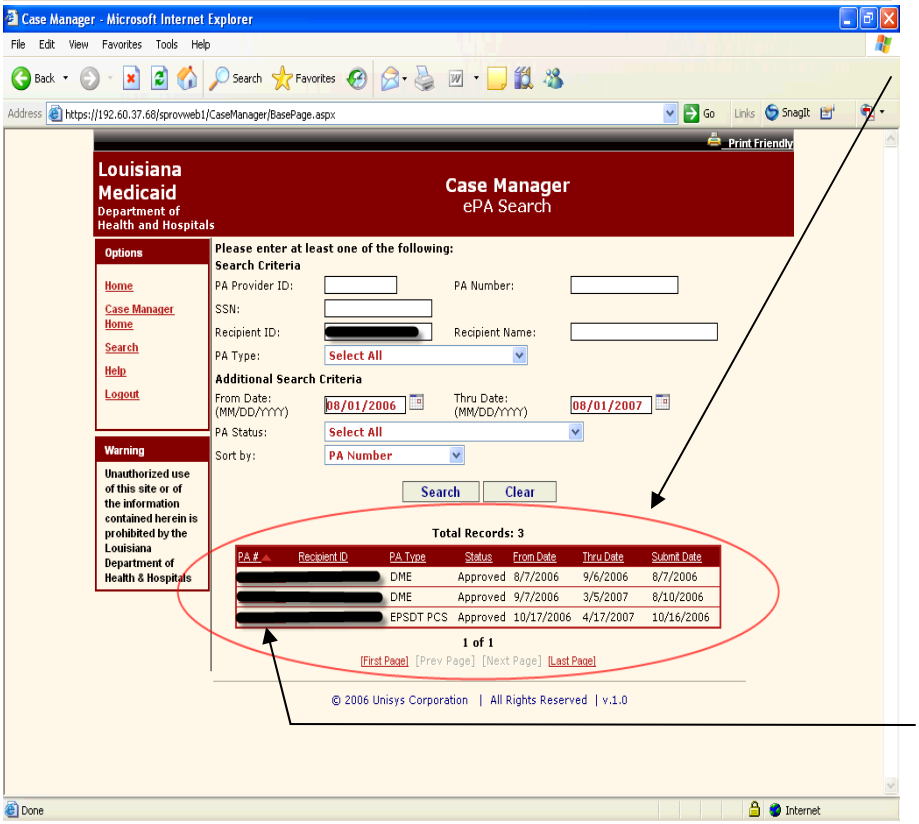


The **Case Manager ePA Search** page is displayed.

You may enter any search criteria from the top section, such as **Recipient ID**.

In the bottom section, the **From Date** and **Thru Date** are required fields. You must click the **calendar** buttons or enter dates in the MM/DD/YYYY format.

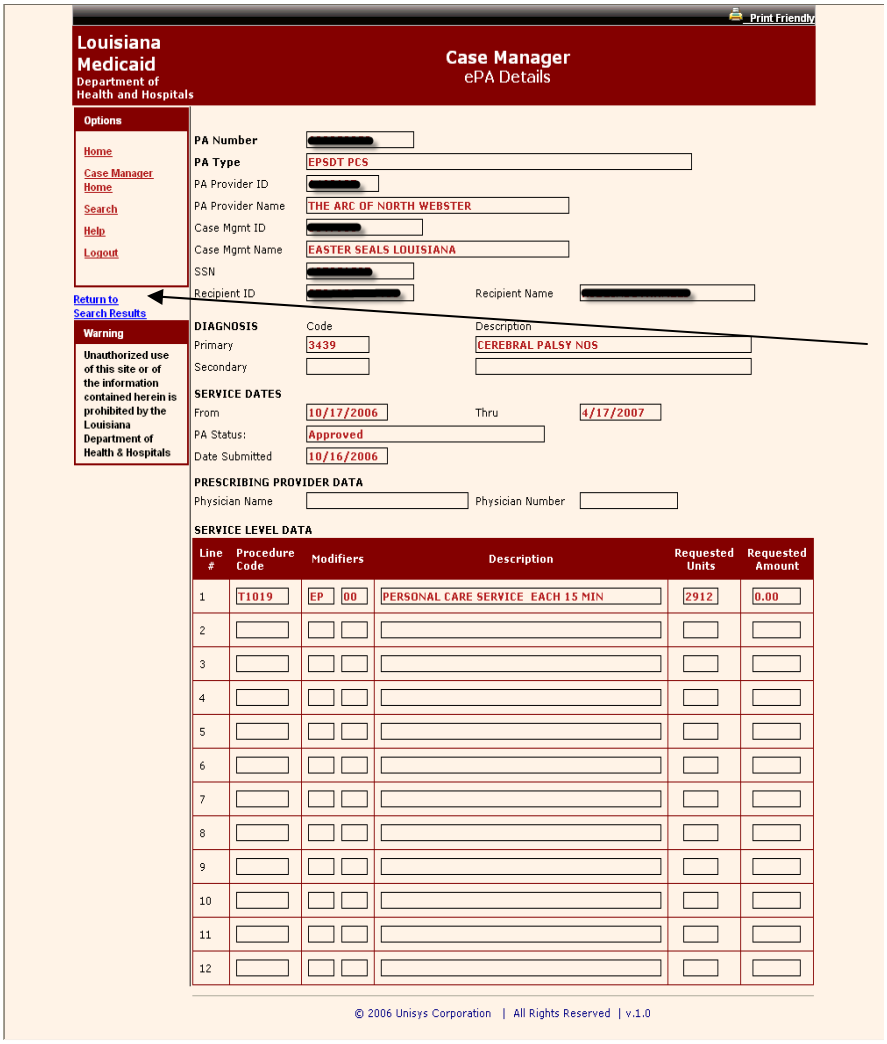
Click the **Search** button.



All records matching the search criteria are displayed at the bottom of the page.

TIP: When possible, enter at least one search criteria from the top section to get fewer, more specific search results. If you do not have the data needed to limit the search and an extremely large number of results are expected, then perform the search near the end of the business day or late in the evening to help prevent server problems.

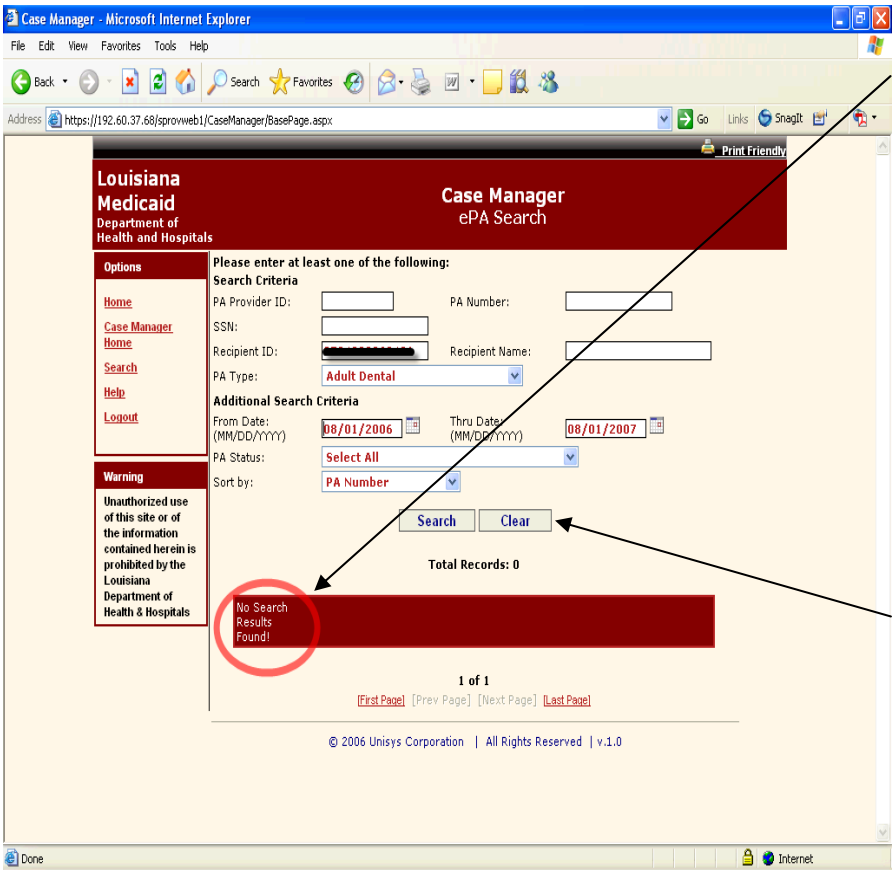
Click on any PA number link in the list to view its details.



Clicking on the PA number link displays the **Case Manager ePA Details** page, which is the individual PA record for that particular PA number.

Click the **Return to Search Results** link to go back to the previous listing of all records that match the search criteria.

NOTE: Text cannot be entered into fields on this page. They are for display only.

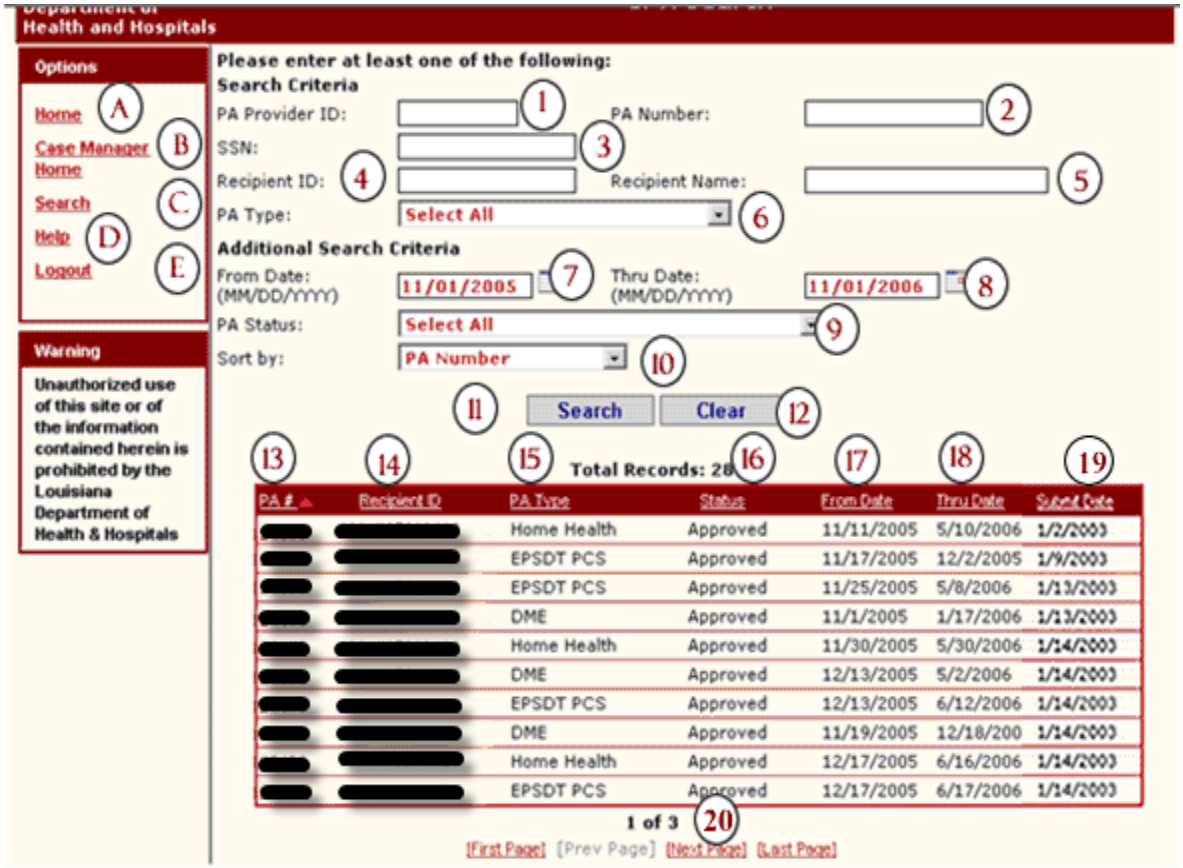


If a search returns no records matching your criteria, the "No Search Results Found!" message is displayed.

In this example, no Adult Dental Prior Authorizations are found for the Recipient ID during these dates.

TIP: You may need to perform a new search using fewer search criteria, to get more results. Click the **Clear** button to clear all fields and search again.

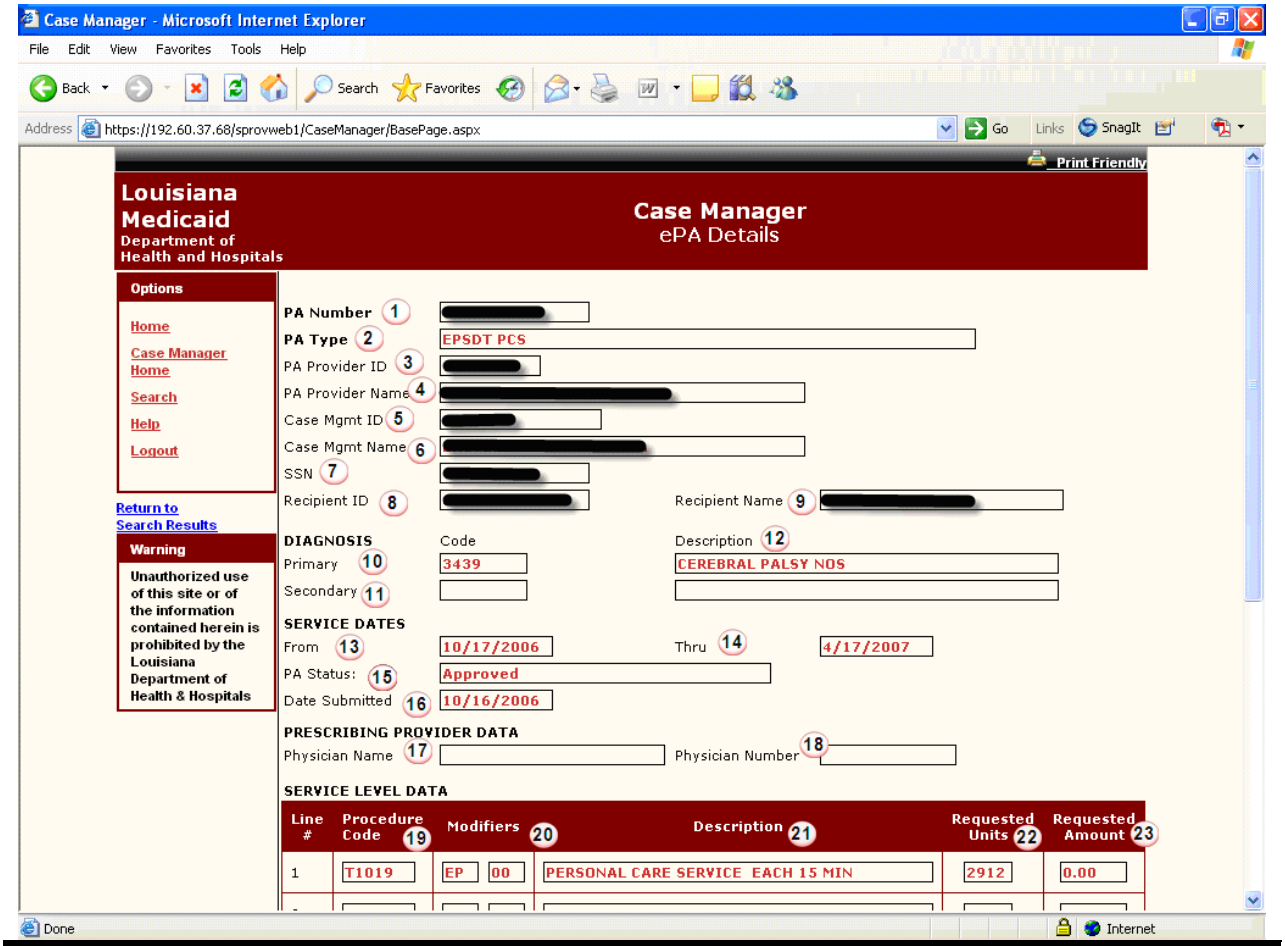
3.1.1 Page Element Descriptions – Search



Field	Field/Link Name	Description
A	Home	Takes the user to LA Medicaid Home page and displays the welcome screen.
B	Case Manager Home	Take the user to the Case Manager home page.
C	Search	Takes the user to the Case Manager search page where users enter search criteria.
D	Help	Take the user to a brief search overview.
E	Logout	Exits the program.
1	PA Provider ID	A unique 7-digit identifier that is specific to the provider who is requesting prior authorization.
2	PA Number	Automatically-generated number used to identify prior authorizations.
3	SSN	The recipient's social security number.
4	Recipient ID	A unique identifier that is specific to a particular recipient.
5	Recipient Name	The name of the individual receiving the services.
7	Search From Date	Beginning date for the search range. This is a required field.
8	Search To Date	End date for the search range. This is a required field.

Field	Field/Link Name	Description
9	Search PA Status	Indicates the status of a prior authorization. Selections include: PA not required, Procedure code is non-payable (PAC 820), Approved, Denied, Required Review, Rejected due to invalid data or Select All. The default is Select All.
10	Sort by	Indicates the order in which results are displayed. Select from the drop-down list: PA Type, Recipient ID, Type, Status, From Date, Thru Date, or Submit Date. The default is PA Type.
11	Search	Performs the search using the selected criteria.
12	Clear	Clears all data previously entered into all fields. Use should be limited to whenever the user wants to start a fresh search.
13	PA # (Returned)	The Prior Authorization Number returned in the search results listing.
14	Recipient ID (Returned)	The Recipient ID returned in the search results listing.
15	PA Type (Returned)	The PA Type returned in the search results listing.
16	Status (Returned)	The PA Status returned in the search results listing.
17	From Date (Returned)	Beginning date returned in the search results listing.
18	Thru Date (Returned)	Ending date returned in the search results listing.
19	Submit Date	The date the PA Request was received and entered into the system.
20	Page # of #	A maximum of 10 records are listed per page. This is the current page# of the total pages returned.

3.1.2 Page Element Descriptions – View Detail

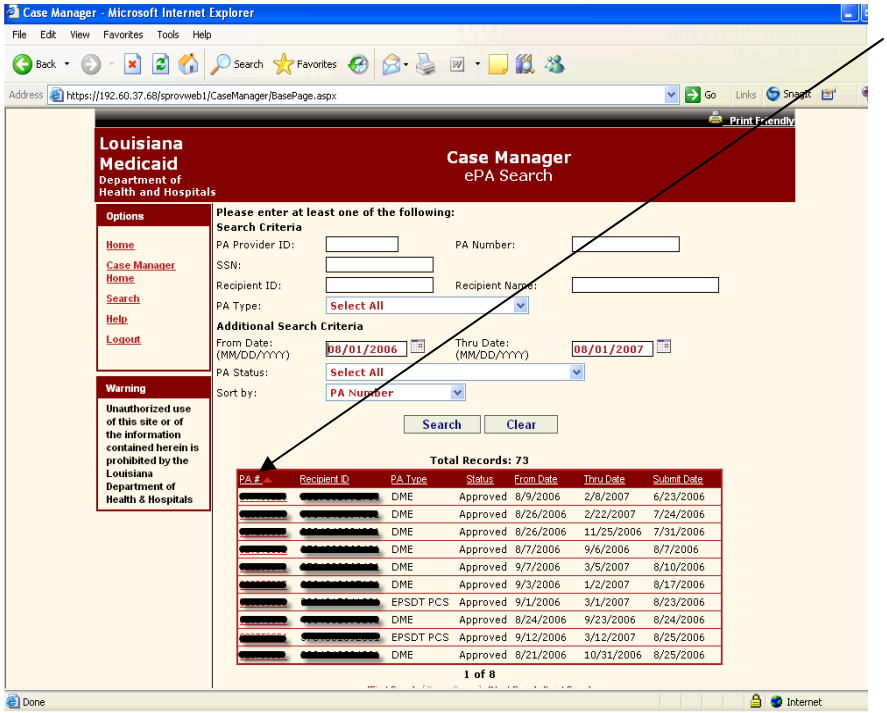


Field	Field Name	Description
1	PA Number	Automatically-generated number identifying the prior authorization.
2	PA Type	Type of prior authorization.
3	PA Provider ID	Uniquely identifies the provider requesting prior authorization.
4	PA Provider Name	Name of the provider requesting prior authorization.
5	Case Mgmt ID	ID number associated with a specific case manager.
6	Case Mgmt Name	Name of the case manager for this prior authorization.
7	SSN	Recipient Social Security Number.
8	Recipient ID	A unique identifier that is specific to a particular recipient.
9	Recipient Name	The name of the individual receiving the services requested in the prior authorization.
10	Primary Diagnosis Code	The primary diagnosis code(s) related to the service requiring prior authorization.
11	Secondary Diagnosis Code	The secondary diagnosis code(s) related to the service requiring prior authorization.
12	Diagnosis Description	A description of the primary and secondary diagnosis code(s).

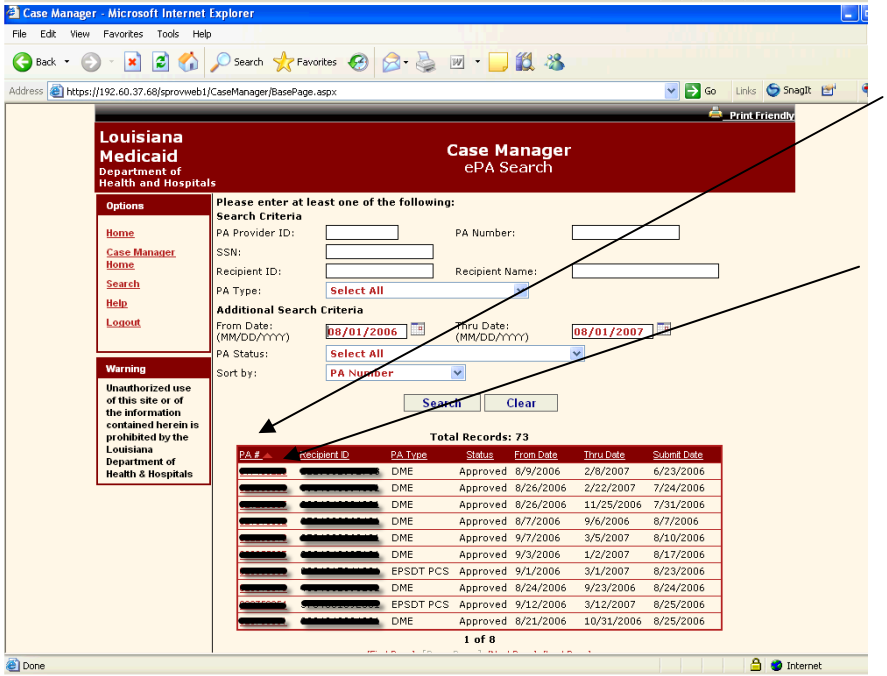
Field	Field Name	Description
13	Service Date From	The beginning date of service(s) provided.
14	Service Date Thru	The ending date of service(s) provided.
15	PA Status	The status of the PA Request.
16	Submit Date	The date the PA Request was received and entered into the system.
17	Physician Name	The name of the referring physician.
18	Physician Number	The unique identifier for a particular referring physician.
19	Procedure Code	The procedure code for which prior approval is being requested.
20	Modifiers	Adds additional information regarding services. For example, identifies which tooth is involved for a dental procedure.
21	Description	The description of the procedure code.
22	Requested Units	Number of units requested for a service.
23	Requested Amounts	Dollar amount requested for a service.

3.2 Sort Results

You can choose to sort the search results by PA#, Recipient ID, PA Type, From Date, Thru Date, and Submit Date using the column headings.



The default display is in ascending order by PA number. Click the column heading labeled **PA#** to view the results in reverse order.

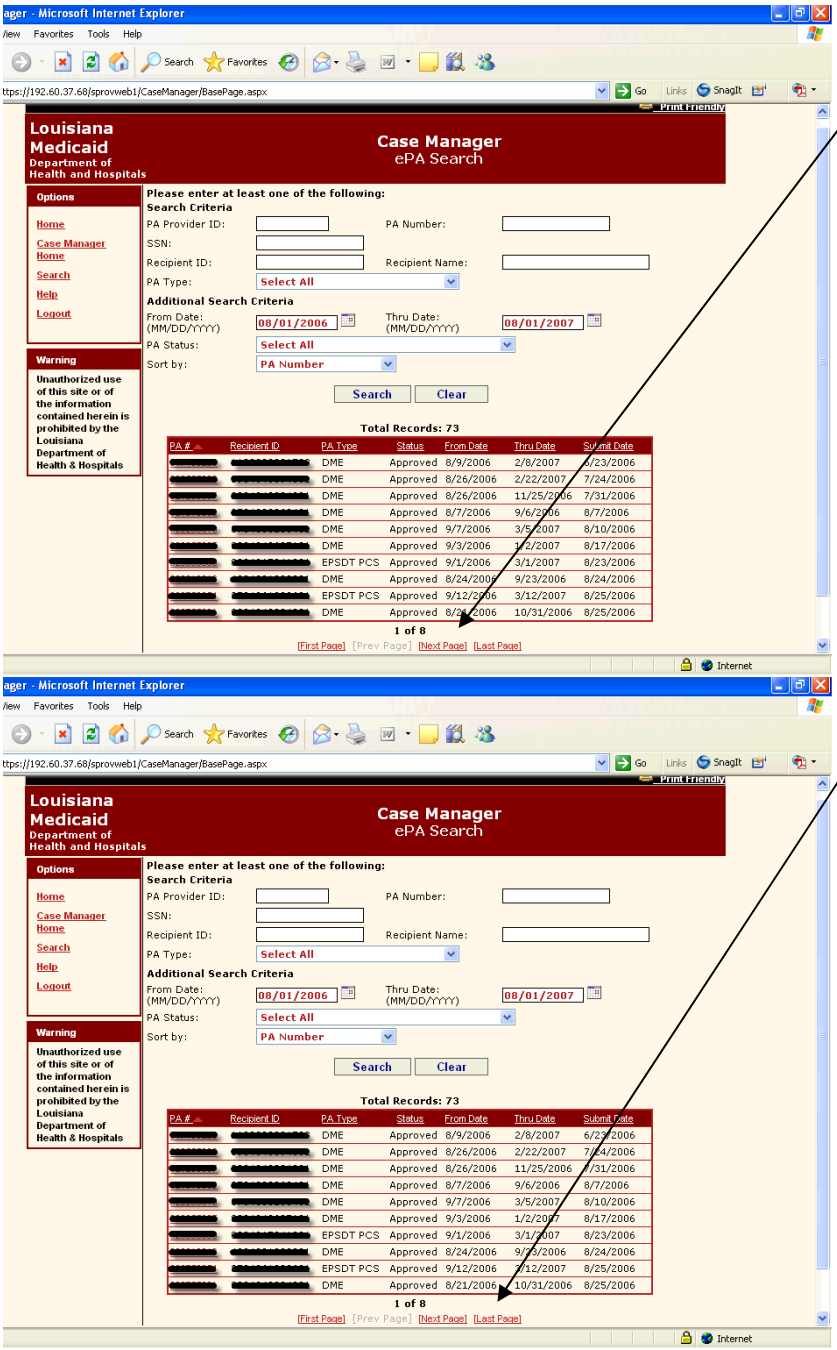


Click the column heading labeled **PA#** for a second time to view the results in their original ascending order.

TIP: The direction of the red triangle near the column heading indicates whether you are currently seeing ascending or descending order.

3.3 Navigate Results

Only ten search results per page are displayed. If a search returns more than one page of matches, you can switch between pages using **Next Page, Previous Page, Last Page** and **First Page** links at the bottom of the page.

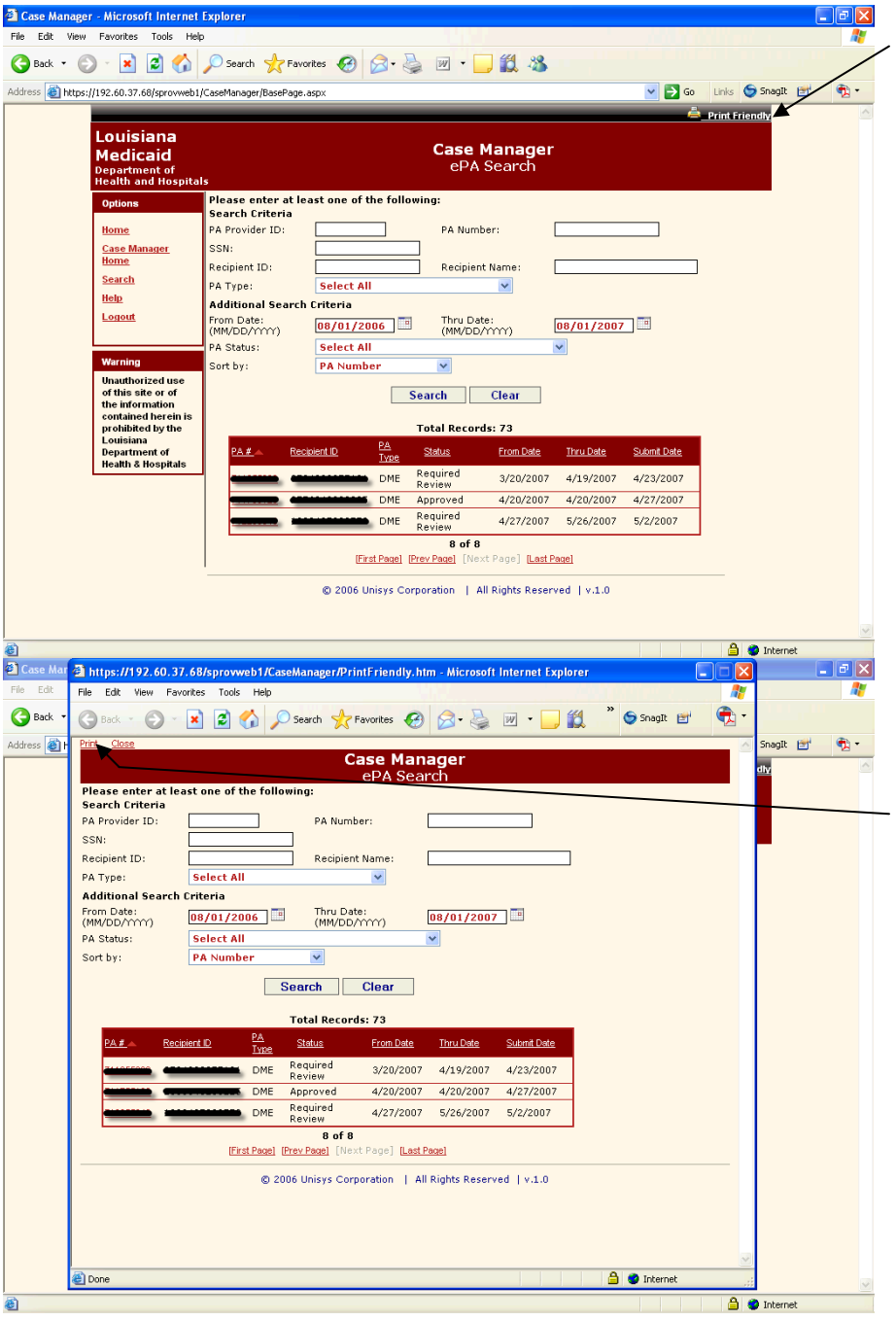


Click the **Next Page** link to view the next ten matches.

Click the **Last Page** link to view the last group of results.

3.4 Print Friendly View

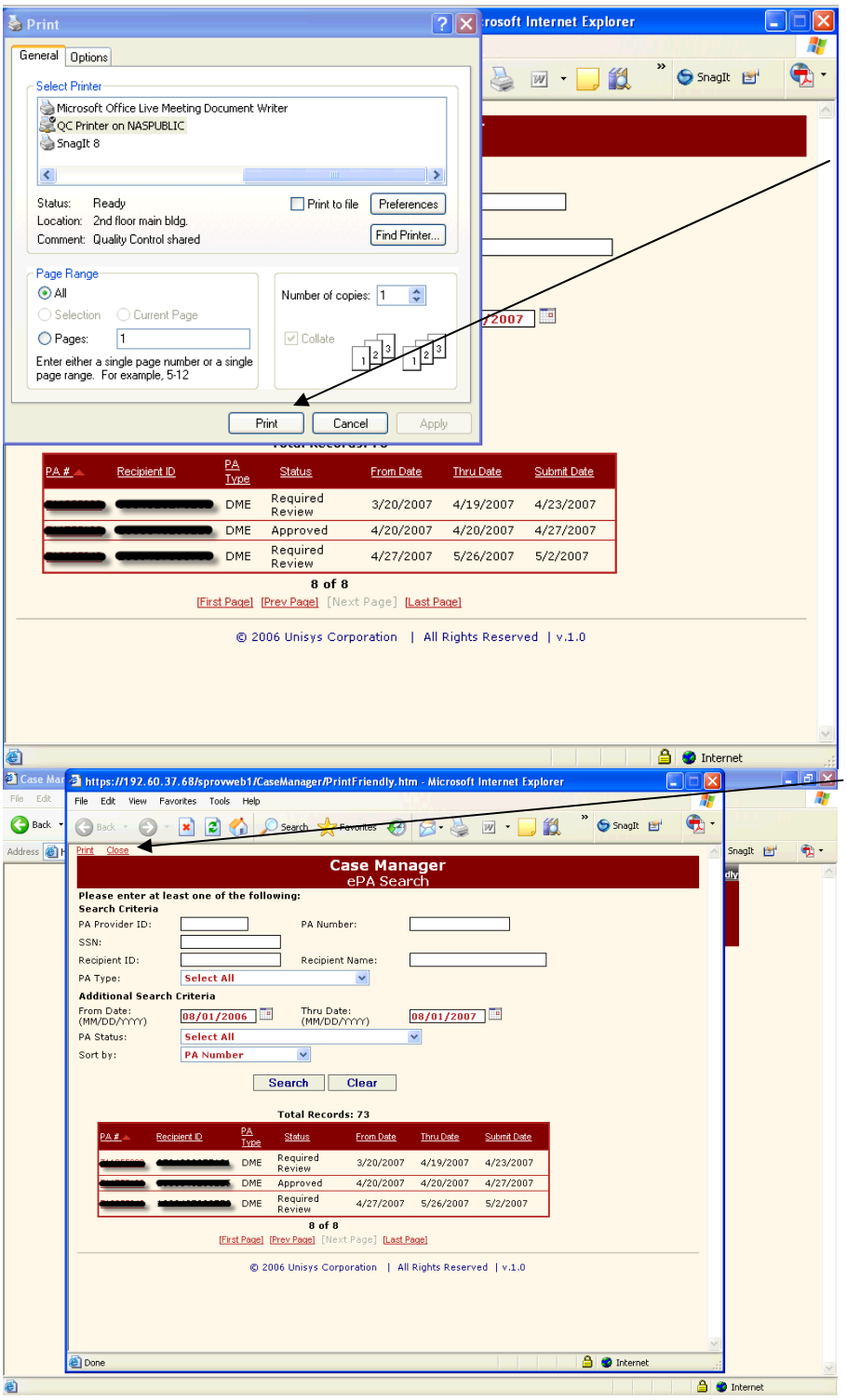
For ease of printing, a printer-friendly version is located in the top-right corner of every page within the application.



Click the **Print Friendly** link.

A printer-friendly version pops up in a new window.

Click the **Print** link.



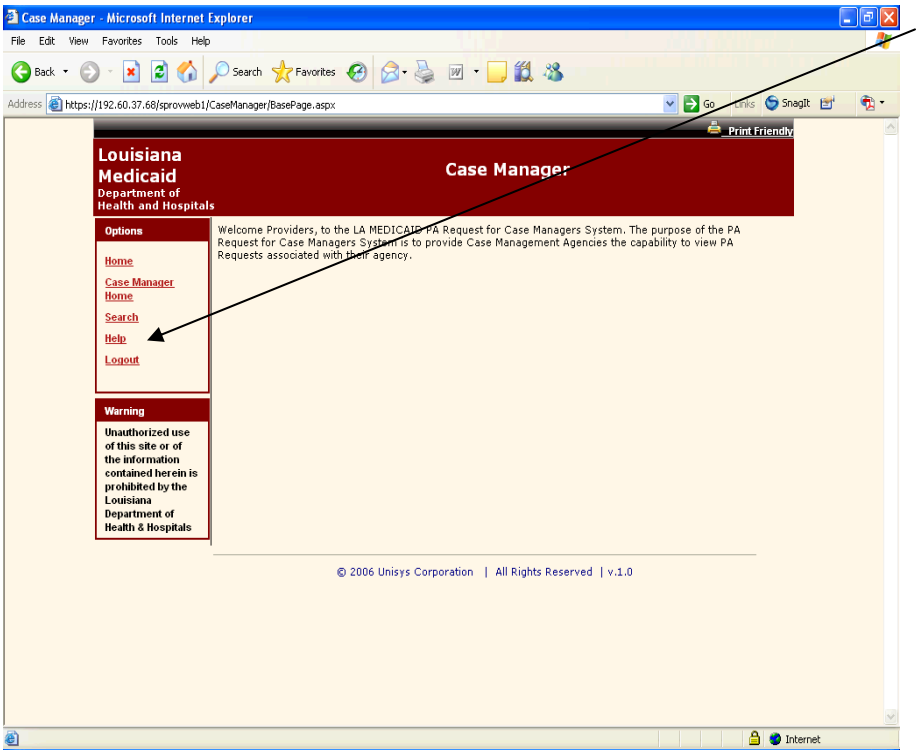
A Print window pops up to select your print options.

Click the **Print** button.

Click the **Close** link to exit the print friendly window and return to the search page.

3.5 Help with Search

The option to access Help is available on any page within the application.


Case Manager - Microsoft Internet Explorer
Louisiana Medicaid
Department of Health and Hospitals
Case Manager
Options
Home
Case Manager Home
Search
Help
Logout
Warning
Unauthorized use of this site or of the information contained herein is prohibited by the Louisiana Department of Health & Hospitals
Welcome Providers, to the LA MEDICAID PA Request for Case Managers System. The purpose of the PA Request for Case Managers System is to provide Case Management Agencies the capability to view PA Requests associated with their agency.
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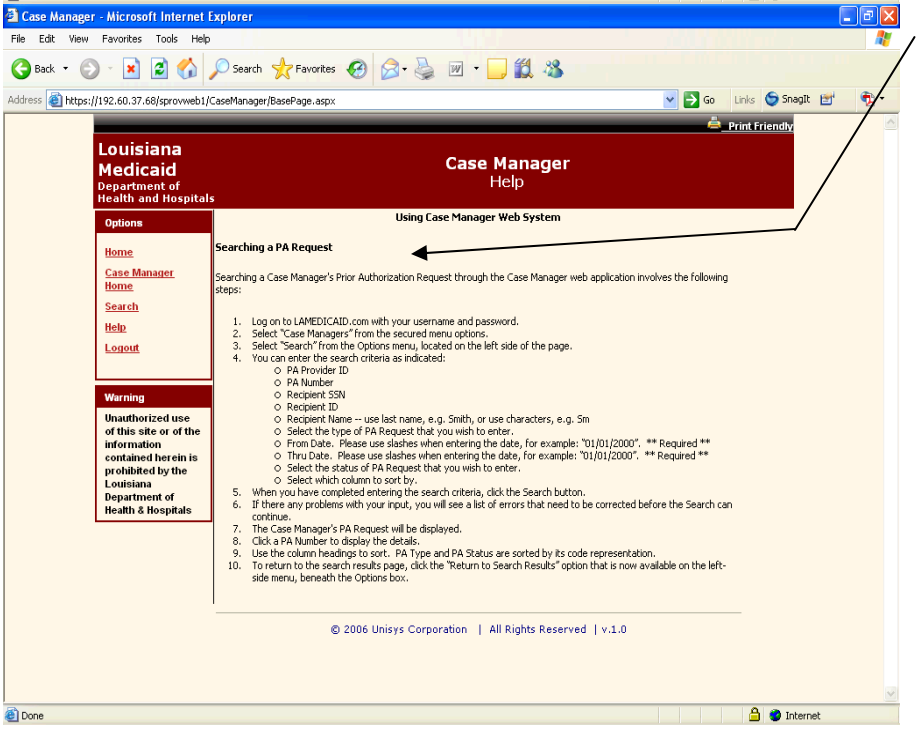
Click the **Help** link


Case Manager - Microsoft Internet Explorer
Louisiana Medicaid
Department of Health and Hospitals
Case Manager
Help
Options
Home
Case Manager Home
Search
Help
Logout
Warning
Unauthorized use of this site or of the information contained herein is prohibited by the Louisiana Department of Health & Hospitals
Using Case Manager Web System
Searching a PA Request
Searching a Case Manager's Prior Authorization Request through the Case Manager web application involves the following steps:
1. Log on to LAMEDICAID.com with your username and password.
2. Select "Case Managers" from the secured menu options.
3. Select "Search" from the Options menu, located on the left side of the page.
4. You can enter the search criteria as indicated:
PA Provider ID
PA Number
Recipient SSN
Recipient ID
Recipient Name -- use last name, e.g. Smith, or use characters, e.g. Sm
Select the type of PA Request that you wish to enter.
From Date. Please use slashes when entering the date, for example: "01/01/2000". ** Required **
Thru Date. Please use slashes when entering the date, for example: "01/01/2000". ** Required **
Select the status of PA Request that you wish to enter.
Select which column to sort by.
5. When you have completed entering the search criteria, click the Search button.
6. If there any problems with your input, you will see a list of errors that need to be corrected before the Search can continue.
7. The Case Manager's PA Request will be displayed.
8. Click a PA Number to display the details.
9. Use the column headings to sort. PA Type and PA Status are sorted by its code representation.
10. To return to the search results page, click the "Return to Search Results" option that is now available on the left-side menu, beneath the Options box.
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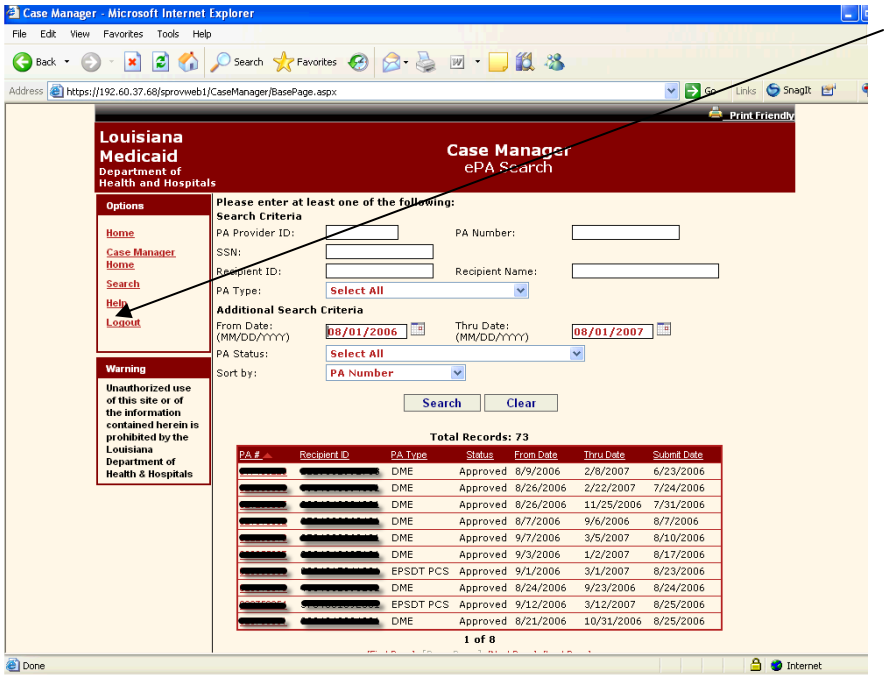
The **Case Manager Help** page displays brief instructions on searching a PA request.

3.6 Case Manager Logout

When you have completed your work in the PA Requests for Case Managers application you should logout to properly exit the system.



Click the **Logout** link.